



KOSSAN

KOSSAN INDUSTRIES SDN BHD (1140868-T)

QUALITY POLICY

Kossan Industries Sdn Bhd (KIND), manufacturer of various types of technical rubber goods with total commitment from Top Management and all employees, aims to:-

- (1) Provide Total Customer Satisfaction
- (2) Complying to Regulatory Requirements
- (3) Continually Improving the Effectiveness of the QMS
- (4) Emphasizing Defect Prevention
- (5) Continually Improvement on Manufacturing Cost

QUALITY OBJECTIVES

KIND strives towards on going improvements via the following general Quality Objectives:-

- (1) Meet or Exceeds the Customer's Quality Requirements
- (2) Reducing Customer Complaints / Goods Returned
- (3) Reducing Internal Rejections
- (4) On-Time Delivery
- (5) Optimise Efficiency

Approved By :



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Y. Bhg. Dato' LIM KUANG SIA
Group Managing Director / CEO

Last reviewed : 27th January 2016